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# AF Warrior, Survivor Care and the Recovery Care Program

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# Warrior and Survivor Care Program Overview



- **Warrior and Survivor Care program supports and assists Airmen and their families in three overlapping phases: recovery, rehabilitation and reintegration**
- **Scope/population expanded by JCS to include all seriously ill, injured, wounded, their families and the families of the fallen**

RCCs orchestrate the entire process for non-clinical care



# RECOVERY

USAF  
**SERVICES**  
Combat Support & Community Service

**Recovery: Survivor Assistance Program assigns a Family Liaison Officer (FLO) to provide immediate response and a Recovery Care Coordinator is assigned as the focal point for non-clinical care**

Recovery – Rehabilitation - Reintegration

*Integrity - Service - Excellence*



# REHABILITATION



**Rehabilitation: Recovery Care Coordinators work with the injured, their families, and medical care team to develop the Recovery Care Plan and work through non-medical issues**

Recovery – Rehabilitation - Reintegration

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# REINTEGRATION



**Reintegration: AF Wounded Warrior Program assists combat wounded Airmen and families with transition needs whether back to duty or into the community; RCCs stay engaged**

Recovery – Rehabilitation - Reintegration

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# Warrior and Survivor Care Program



AF Warrior and Survivor Care

Survivor Assistance  
Program

Recovery Care  
Program

AF Wounded Warrior  
Program

Family Liaison Officer    Recovery Care Coordinator    AFW2 Consultant    Community Readiness Consultant

Recovery – Rehabilitation - Reintegration



# Survivor Assistance Program Family Liaison Officer

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- **A Family Liaison Officer (FLO) is:**
    - **Commander's personal representative to help the family in any and all matters needed or requested**
    - **A senior NCO preferably in the same AFSC**
    - **A connection between the Air Force and family members**
    - **A link to array of assistance, support, and services: transportation, information, lodging, administrative details, finance, etc.**
    - **The family's "Gatekeeper"**
  - **FLO is the key to taking care of Airmen and their families ...especially when they are away from their home unit**
  - **The FLO communicates with the family at least until the: Wounded, Ill, or Injured Airman returns to duty; family doesn't want contact...FLO will stay engaged as long as the family needs!**
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# Recovery Care Program

## Recovery Care Coordinator



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- **OSD Established program began in November 2008**
  - **Recovery Care Coordinators are the AF Warrior and Survivor Care Program's focal point for non-clinical case management for seriously wounded, ill, and injured**
  - **RCCs develop and maintain a Comprehensive Recovery Plan**
    - **Establishes career goals and timelines for accomplishment**
    - **Documents non-clinical support provided to recovering Airmen**
  - **RCCs report to AF/A1SZ through the Recovery Care Program Manager, Mr. Stephen Page**





# Recovery Care Coordinator Duties and Responsibilities



- Ensures the development, implementation and oversight of the Comprehensive Recovery Plan (CRP)
- Consults and collaborates with Multidisciplinary Teams during initial treatment phase and continuing throughout the continuum of care, including support during the disability evaluation system process
- Oversees, coordinates, and monitors the medical and non-medical services across the continuum of care as documented in the CRP
- Ensures that the Airmen and family have access to all medical and non-medical care management services including, but not limited to medical care, rehabilitation, education, employment-related programs, and disability benefits
- Reviews the CRP and makes modifications in conjunction with the Multidisciplinary Teams supporting Airmen and family, to include extended family members as appropriate



# Recovery Care Coordinator Duties and Responsibilities



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- **Identifies gaps in non-medical services, intervenes as necessary to expedite outcomes and assists with coordination of resources to develop and improve outcomes for enhanced delivery of non-medical services**
  - **Works closely with AF/A1SZ and the Air Force Wounded Warrior program to ensure delivery of assistance and to resolve conflicts**
  - **Facilitates an efficient, effective and smooth rehabilitation and transition back to active duty or civilian life as a veteran through coordination with appropriate personnel (Military Service Coordinators/VA Liaisons and other agencies)**
  - **Assists in coordinating local and state resources, including referral to Governmental and Non-Governmental agencies as appropriate, where the Airman and family will reside**
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# Recovery Care Coordinator Duties and Responsibilities



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- **Collects, maintains, and analyzes data for planning and reporting purposes in accordance with governing program guidance**
  - **Augment the Air Force Wounded Warrior Program (AFW2) for local area support to Airmen and families**
  - **Assistance to the Airman, family and extended family members to navigate through the continuum of care which involves initial assessment, comprehensive assessment, linkage to family support programs, and ongoing follow up**
  - **Collaborate with community partners on and off the installation to form a network of helping resources**
  - **Maintains current on information relating to impact of trauma and post traumatic stress reactions and their affect on the member, family and caregivers**



# At a Glance: 96 RCCs in 44 Locations



RECOVERY CARE COORDINATOR SITES — as of 01/30/2010



Service	# of Contract RCCs	Active Duty RCCs
ARMY	15	
NAVY	2	**4
MARINES	42	
AIR FORCE	18	
USSOCOM	8	
ARMY RES.	10	
<b>TOTAL</b>	<b>95</b>	<b>**4</b>

*Integrity - Service - Excellence*



# Air Force Wounded Warrior AFW2



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- **Secretary of Defense directed: Ensure OEF/OIF combat related, ill/injured and medically separated members receive information and entitlements**
  - **Provides enhanced transition services to Wounded Airmen**
    - **Transition assistance, relocation, financial counseling, employment services, etc.**
    - **Facilitates Air Force or Federal civilian employment**
      - **Special consideration if 30% disabled or Purple Heart recipient**
    - **Coordinate assistance w/ Veterans Affairs (VA) and Dept. of Labor**
    - **Provide the same services for Guard and Reserve**
  - **AFW2 team provides case management for a minimum of 5 years**



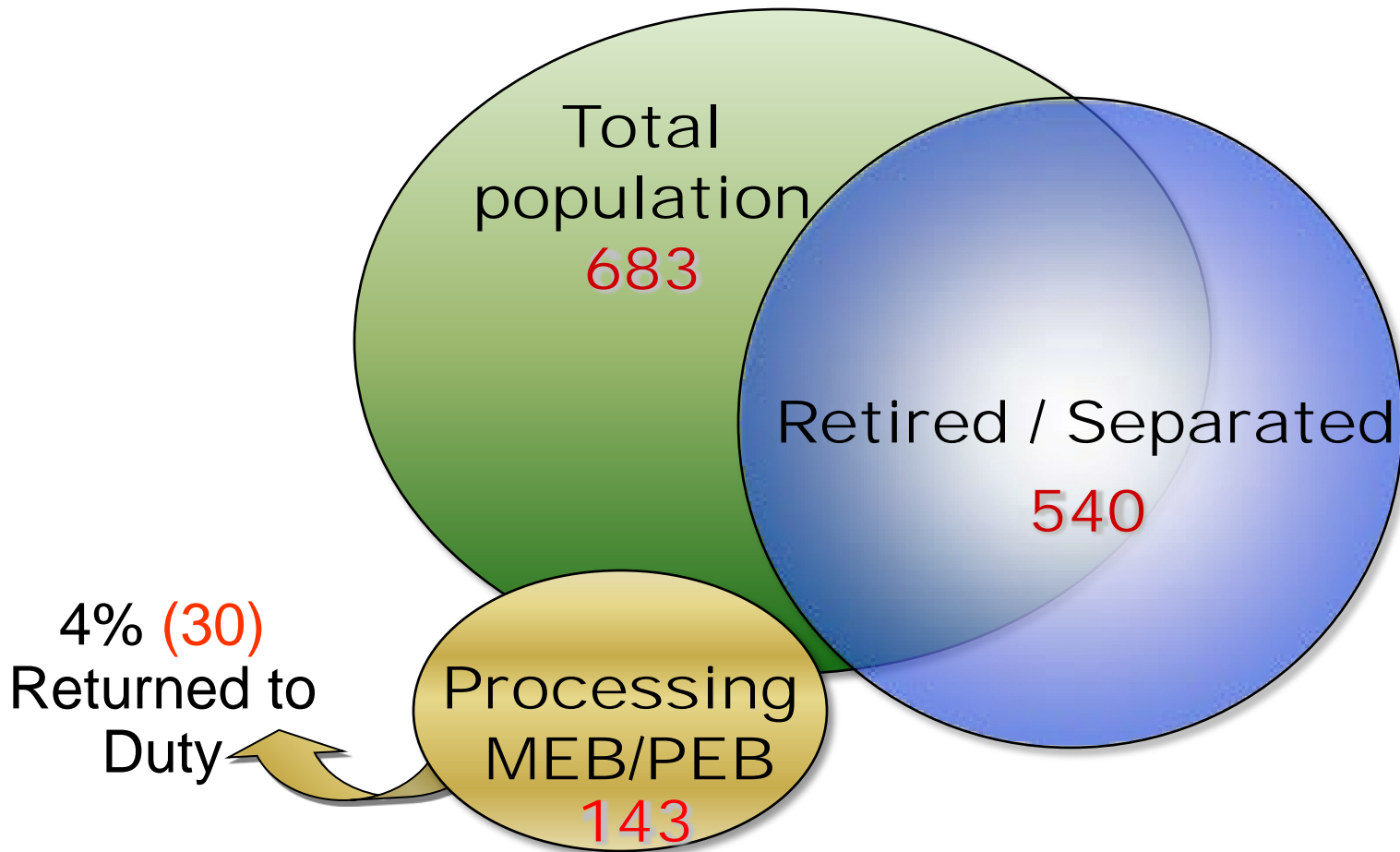
# To be considered an Air Force Wounded Warrior



- An Air Force Wounded Warrior (AFW2) is:
    - an Airman who has a combat-related injury or illness, requiring
    - long-term care, that will require a
    - Medical Evaluation Board (MEB) or Physical Evaluation Board (PEB) to determine fitness for duty
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- Close union with Disability Evaluation System (DES)
    - Majority identified through DES at AFPC
    - Prioritize cases to expedite combat-related determinations



# Demographics\*



\* as of 29 Mar 2010



# Demographics\*

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- 683 AFW2s = current population
  - 486 Regular
  - 106 Air National Guard
  - 91 Reserve
- Primary Injury / Illness
  - 428 Psychological injuries (**418 PTSD**)
  - 255 Physical injuries (Includes TBI)
  - ~ 20 - 25 Wounded Warriors identified / month
    - 232 identified in 2009
    - 76 identified this year-to-date

\* as of 29 Mar 2010

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# Current Progression\*

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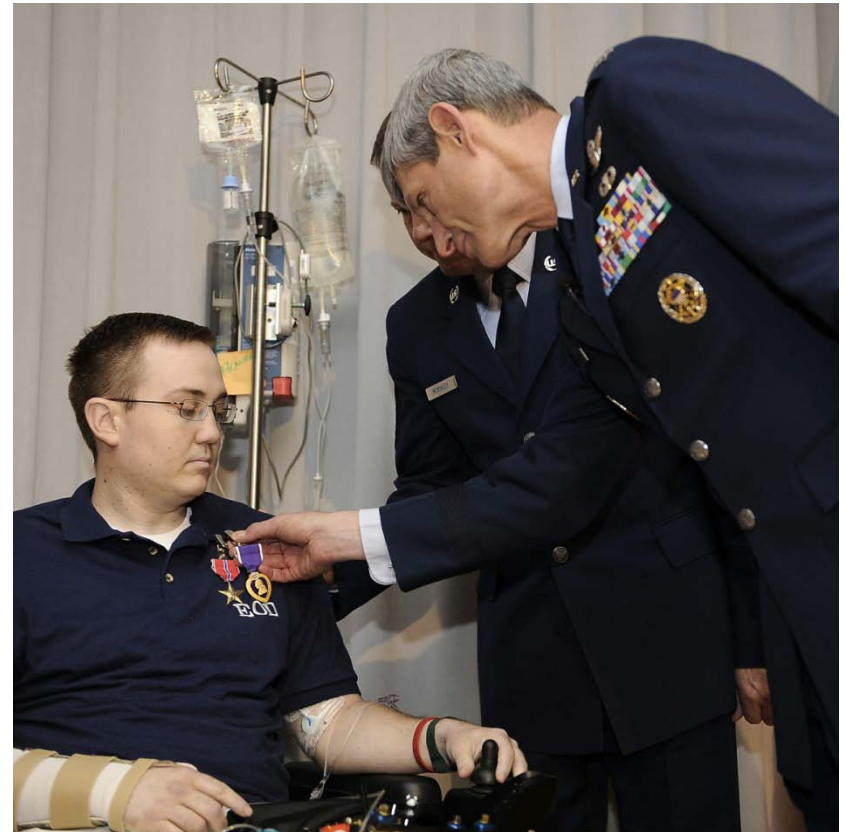
- 683 AFW2s
  - 540 Separated / Retired
  - 143 Still on Active Duty (12 in hospital or Pt. Sq)
    - 25 Pre Medical Evaluation Board (MEB)
    - 30 MEB in progress
    - 40 Physical Evaluation Board (PEB) in progress
    - 18 Awaiting Separation / Retirement date
    - 24 Returned to Duty (RTD)
    - 6 RTD (Limited Assignment Status program)

\*as of 29 Mar 2010



# AFW2 Program Take Away

- AFW2 Program is part of AF Warrior & Survivor Care Program
- Provides individualized answers to complex issues
- Program growth is expected to continue
- Program continues to evolve based on need & policy changes
- Recovery Team is the wave of the future





# www.woundedwarrior.af.mil Videos



**AF Wounded Warrior**  
Official Web Site of the UNITED STATES AIR FORCE

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**AIR FORCE WOUNDED WARRIOR (AFW2)**

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Fisher House  
Military HomeFront  
TRICARE Toolkit  
Warrior Care

DoD Wounded Warrior Programs

**Vision**  
The Air Force will take care of its Wounded Warriors. We will fully support the Office of the Secretary of Defense programs to keep highly skilled men and women on active duty. If this is not feasible, the Air Force will ensure Airmen receive enhanced assistance through the AFW2 program.

**New Release! Compensation and Benefits Handbook**  
Welcome to the Wounded, Ill and Injured Compensation and Benefits Handbook. This handbook is designed to help servicemembers who are wounded, ill and injured, as well as the

**Eligibility**  
An Air Force Wounded Warrior is any Airman that has a combat or hostile-related injury or illness requiring long-term care that will require a Medical Evaluation Board or Physical Evaluation Board to determine fitness for duty.  
A combat or hostile-related injury results from hazardous service or performance of duty under conditions simulating war or through an instrumentality of war.

**Top Videos**

- WARRIOR CARE OUR GREATEST ASSET YOU  
Family liaison officers: serving wounded warriors
- Life after injury: the road to recovery

Goals

**AFW2 News**  
Airmen's Roll Call: Remembering Pearl Harbor  
SAN ANTONIO (AFNS) -- This week's Airmen's Roll Call focuses on the attack on Pearl Harbor on Dec. 7, 1941, and provides some facts to recall as this anniversary is observed.  
Staying Power: Air Force Family Liaisons Help Wounded Warriors, Families  
Washington -- Air Force family liaison officers have an important role in assisting wounded warriors and their families, a San Antonio-based Air Force senior noncommissioned officer said.

There is no difference in care provided for any Total Force Member -- active, Guard, or Reserve. We will expedite the medical evaluation process if a Wounded Warrior chooses to separate from active duty.  
We will ensure extraordinary care, service and assistance for at least five years after Wounded Warriors separate or retire. Strong emphasis is placed on ensuring wounded Airmen receive professional, individualized guidance and support to help them successfully navigate their way

Army Wounded Warrior Program  
Navy Safe Harbor  
USMC Wounded Warrior Regiment  
Contact Information

**Family Liaison Officers:  
Serving wounded warriors**

**Life after injury:  
the road to recovery**



# Support and Resources



## ➤ Your Recovery Care Coordinator

- Mike Mack
- 850 883-9254
- DSN: 875-9254
- michael.mack.ctr@eglin.af.mil

## ➤ Air Force Survivor Assistance Program

1 877 872-3435

*Anything...Anytime!*

## ➤ Air Force Wounded Warrior (AFW2)

- Care of Wounded Airmen

1 800 581 9437

